

AUG 29 2001

by Council Liaison's Office

Memorandum

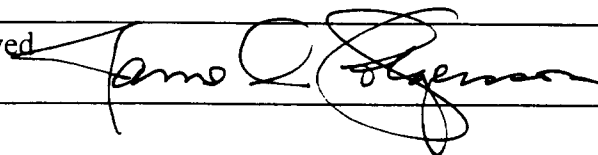
TO: HONORABLE MAYOR
AND CITY COUNCIL

FROM: Ralph G. Tonseth
Leslye Corsiglia
Mark Linder

**SUBJECT: AIRPORT NEIGHBORHOOD
SERVICES GROUP**

DATE: 8/28/01

Approved



Date

8.29.01

INFORMATION MEMO

BACKGROUND

On June 8, 2001, City Council authorized the establishment of the Airport Neighborhood Services Group. The goal of the Neighborhood Services Group is to be responsive to neighborhood concerns in an accurate and timely manner and enhance two-way communications. The Neighborhood Services Group will be visible, involved and active within the community and will form a component of a working partnership with the City Manager's Office, the Parks, Recreation and Neighborhood Services Department, the Housing Department and the Customer Service Call Center.

ANALYSIS

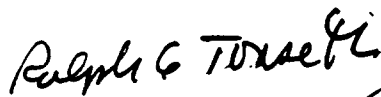
The Airport Neighborhood Services Group is comprised of the Ombudsman as Manager, three Community Liaisons and an Office Specialist. As of September 4, all positions, with the exception of the Ombudsman, will be filled. Recruitment process for the Ombudsman has started and the position will be filled as soon as possible. The Community and Media Relations Manager has been temporarily redeployed as acting Ombudsman until the recruitment is completed. In order to establish the most responsive and interactive group, the Airport Neighborhood Services Community Liaisons have been given areas of responsibility which include partnerships with Council District staff, Strong Neighborhoods Initiative Coordinators, schools, neighborhood associations, Chambers of Commerce, corporate travel planners, service organizations, and business districts.

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The Airport Neighborhood Services Group is currently developing goals, strategies, tactics and performance measurements. The Community Liaisons are already working directly with the surrounding neighborhoods that are the most impacted by Airport-related activities. Community Liaisons have attended several Strong Neighborhood Initiative meetings including a presentation at the July 31 retreat. A Community Liaison, along with the Acoustical Treatment (ACT) Program Manager, has attended two Washington-Guadalupe Coalition meetings and a meeting with the Rosemary Gardens Neighborhood Association. In addition, the ACT Program Manager has met with the Housing Department staff to establish a grant program for residents of the Washington-Guadalupe neighborhood. The ACT Community Liaison is in place.

The Airport is an active participant in community activities. For example, Community Liaisons will be participating in the Berryessa Community Center Music Festival (September 8), "Bark in the Park" (September 8), District 5 Community Summit (September 9), District 3 Resource Fair (September 22), Rosemary Gardens Neighborhood Association Annual Picnic and Potluck (September 23) and Campus Community Neighborhood Association meeting (October 17).

A Neighborhood Task Force has been established to further support the Airport neighborhood initiative. The members are Ralph Tonseth, Director of Aviation; Jim Holgersson, Deputy City Manager to Neighborhoods, Mark Linder Director of Parks, Recreation and Neighborhood Services; Dottie Disher, Customer Service Call Center Manager; and Leslye Corsiglia, Acting Director of Housing. The Task Force will provide interdepartmental support and resources by assisting the Airport in the development and enhancement of new neighborhood partnerships. The Airport Neighborhood Task Force has met twice and will continue to meet regularly.



RALPH G. TONSETH
Director of Aviation



MARK LINDER
Director of Parks, Recreation,
and Neighborhood Services



LESLYE CORSIGLIA
Acting Director of Housing